

A message from...

Allan Wilwayco
General Manager

To All FAAO Employees:

As 2007 comes to a close, I want to take this opportunity to thank all of you for a wonderful year!! FAAO was up 14% over last year; THANK YOU for all of your hard work throughout the year!

Our Christmas sale was a success at 51.4%; we sold 5,202 of the 10,119 cars registered for Monday and Tuesday sales. The Children's sale (December 18th) also went well, where we raised over \$22,000 for The Russell Home.

I look forward to a promising new year in 2008 when we will welcome two new clients (Fifth Third Bank and Mercedes Benz) in the first quarter of the year. We couldn't do it without the help of everybody here at FAAO.

We hope this Newsletter is helpful to all employees; "your voice" was heard in the surveys when you asked for more information and communication. If anyone has any suggestions for items to be included in the newsletter, please let us know.

I am committed to all our employees and customers, and I am determined to improve our survey results in 2009.

See you in 2008!



Team Manheim: National Accounts

National Accounts builds team Manheim within their department in a couple of ways. They celebrate birthdays every month, they have a positive action box, and also the managers take turns buying breakfast for the national accounts employees for the hard work they do for the sale. This helps the employees get together on a personal level and appreciate each other's hard work.

Every third Friday of the month a cake is bought and everyone gets together and sings happy birthday to the employees whose birthdays are in that month. A birthday poster is also posted in the front of the office letting employees know their co-workers birthdays. This helps everyone feel remembered. Each employee gets their desk decorated on the day of their birthday, so everyone can wish them a Happy Birthday on their special day. This is a great way for everyone to get involved with sharing a more personal day with someone.

A positive action box was made to recognize the employees who have went above and beyond. Every Wednesday a name is drawn from the box and an employee gets recognized for the positive action they have done. The person recognized gets their name posted on

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Employee Incentives

- Sign up a new MAFS dealer and upon approval receive \$250
- For the months of January and February, sign up dealers for automatic Post Sale Inspections and receive the following: (see page 8)
- Refer a new applicant and 90 days after they are hired, you will receive a \$150 bonus, For referring detailers, there is an additional \$150 bonus after 6 months. For the new hire there are bonuses also, (see Human Resources for details).

Team Building (continued from page 1)

a bulletin and an email goes out to the National accounts employees recognizing that person and their good action. Then the person receives a gift card from the national accounts manager as a token of appreciation. This is a great way for the national accounts employees to recognize each other for a job well done.

These are just some of the ways that Manheim Orlando builds “Team Manheim”. There are many more departments that have great ways to build up our team. Team Manheim is built within the whole auction. National Accounts is one of many departments at Manheim Orlando that are proud to share how they build Team Manheim.

Up and Down the Block

By: Phyllis Hassee

This issue of the newsletter is encompassing all of 2007, and a lot has happened this past year on the block.

First of all, we have a new Manager. With Joan Pike’s promotion to AGM, Tamara Porter became our new Manager. She came to us with lots of experience and has been very supportive to all of us.

One of the bigger changes this year was the “double blocks.” Lanes 7 and 8 now run in one lane and lanes 9 and 10 run in the next lane. For those who were going to work those lanes, there was some anxiety – but it worked so smoothly. Now everyone is used to it and it’s everyday work. We also gained two lanes because of the consolidation which left the block a little short of clerks. So, if anyone knows of someone who would like to work the block one day a week, please contact Human Resources. We do need people.

All the lanes got new stools this year which was a big relief to those sitting there for hours on end. A big thank you to those responsible! Wonder what will come our way next.

For future issues, if there is anything you would like to see in the newsletter under Block news, please contact Phyllis Hassee.

“One of the bigger changes this year was making one lane into two”

Meet the Manager: Doug Grill

By Phyllis Hassee

This month’s manager being highlighted is Doug Grill, General Sales Manager. You’ll find him in the building across from Operations. His main focus is taking care of the dealers who are very important to our business. His goal is to also learn the fleet lease and factory areas and grow from there. In his department are the employees who help our dealers locally as well as the outside sales people who travel the state making sure our dealers are happy with our auction - of course, drumming up more business along the way.

Doug has 17 years experience in the retail end of the automobile business. He was the General Manager of 5 different auto franchises and owned a Honda franchise as well. When he decided to join the auction side of the business, he went to Nashville Auto Auction as the Sales & Marketing Manager. He was there for 3 years, during which time he earned the Rookie of the Year award from Manheim. He was #1 out of 87 other Dealer Sales Managers. Quite an accomplishment!

Doug has a wife and 2 sons, ages 10 and 14. He and his sons ride dirt bikes all over the state. He says that it’s his wife’s time away from the three of them to do her thing. All four of them are big hockey fans. His sons play hockey all over the state and Doug and his wife are big supporters. Doug is also an avid golfer as you can tell from the collection of golf balls in his office.

A big welcome to Doug.



*Doug Grill
General Sales Manager
And his friend “Stanley”*

Things you may not know

By: The Safety Department

In 2007 the Safety department trained 911 employees.

Orientations242
Smith System272
Golf Cart certifications.366
Jump Box certifications 27
Lift Truck certifications 4

911

Manheim Orlando Stats:

2006

Registered 332,055 / Sold 169,164

2007

Registered 321,942 / Sold 170,492

Source: FAAO Accounting

The American Academy of Orthopedic Surgeons recently published statistics that illustrate the dangers of ladder accidents:

In the United States more than 500,000 people a year are treated for ladder-related injuries, and that number does not include people who suffered injuries but did not go to a medical care provider for treatment.

About 300 people in this country die from ladder-related injuries annually.

Estimated annual cost of ladder-related injuries is \$11 billion, including work loss, medical, legal, liability and pain-and-suffering expenses.

Here are some rules and a few tips that could help prevent a ladder accident in your home, and perhaps serious injury:

Rule 1: Never use a worn-out ladder. In some instances they can be repaired, but more often than not, it is advisable to get a new one.

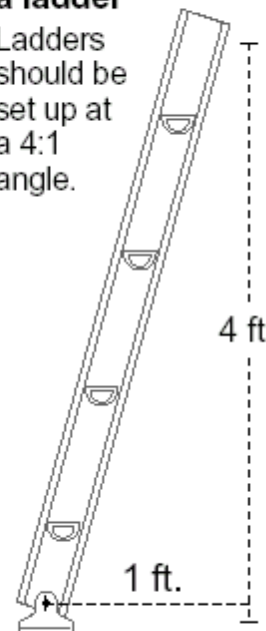
Rule 2: Never use a ladder unless it is rated to carry your weight. Ladders are rated by the amount of weight that they can carry. If the salesperson at the store can't tell you the weight that the ladder is capable of carrying, find another store.

Rule 3: Use a ladder that is the right length for the job. For stepladders, the ladder's height plus 4 feet equals the total reach. And that warning at the top, "this is not a step," means just that. For an extension ladder, the base and upper sections must overlap. So, a 20-foot extension ladder is only good for about 17-feet. The ladder must travel above the roofline 2- to 3-feet so that it can be used for balance as you climb onto the roof.

Rule 4: Rest the ladder properly. Don't rest the high leg on a block of wood or a brick. Instead, dig a hole for the lower leg. Also, don't stand the ladder up at too little or too great of an angle. The safe angle is about 75 degrees. Remember, too much angle reduces the ladder's strength and not enough angle could cause you to tip over backward. Seventy-five degrees is an angle equal to when the minute hand of a clock is directly in between the 12 and the one, or 75 degrees from the three.

Setting up a ladder

Ladders should be set up at a 4:1 angle.



Information courtesy of: www.onthehouse.com

Team Manheim

Volunteers needed !!! Get to know our dealers . We are looking for more door greeters at our entry points .

Two greeters for about an hour rotation in the morning before the sale kicks off and at the end of the sale. We want all departments to join in on welcoming our dealers. Please sign up!!!! Schedule goes out bi-weekly.



Orlando



If you are interested in volunteering please contact:

Tatiana @ ext 8503

Tatiana.gonzalez@manheim.com

or

Doug @ ext 8357

Doug.grill@manheim.com



Maintaining FAAO

By: Debbie Cottam

We have put the name Florida Auto Auction of Orlando or FAAO to rest at the end of 2007. In the year 2008, we will welcome our new name, Manheim Orlando. As the year progresses, you will not only see our new logos being used, but a continued effort to enhance our facility.

Our highly gifted and committed maintenance team continues to work on projects everyday in between the hustle bustle of both employees and dealers. While incorporating the normal upkeep of our facility, new projects and updates are in the works as a result of our recent employee survey. At times their jobs can be very trying...just as they are putting final touches to their projects: a touch-up or a last coat of paint on a wall, a line of grout along the new tile, etc. someone comes along and leaves a hand or foot print in their artwork. With great appreciation of their work and kindness to their efforts, please exhibit caution and care when trespassing along their turf.

We would like to express our gratitude to the maintenance crew for many jobs well done. The new enhancements look wonderful...keep up the great work! Below we have listed the completed projects to date. As the monthly newsletter progresses, we will keep you updated with information on our continued enhancements.

Completed Projects:

- *Vehicle Check-in Office*
- *In-house Purchasing and Receiving Building*
- *New Human Resource Office*
- *Expanded Sales and Marketing*
- *Double block Lane 7/8 and 9/10*
- *Installed 2 garbage compactors on Main Property*
- *Installed additional lighting at Vehicle Check-in Area*
- *Installed cabinet in the training room*
- *Swapped locations between System Support and Community Relations*
- *Remodeled Concierge Office*

- *Installed canopy at Arbitration*
- *Seal coat and re-stripe around Main Building*
- *Retro-fitted light fixtures per Cox Conserve Program*
- *Installed Vehicle Check-in Canopy*
- *Implemented bottled water on lot*
- *Added 3rd lane at Remarketing Facility*

Work in progress:

- *Main Office renovation*
- *Cox Conserves recycling programs*
- *Title agency office*
- *Test track renovation*
- *7/8 & 9/10 canopy (Burger Barn)*
- *Renovation of bathrooms and drainage at Oak Grill*

New Mentoring program to start at Manheim Orlando!

The HR Corner

We will be starting a new mentoring program here at FAAO to be a tool for Managers, Supervisors, and employees who wish to be considered for higher positions. It will be based on the SCORE program that is run nationwide. That program is the Service Corp Of Retired Executives. Ours will be staffed by employees who want to help mentor their fellow employees on an informal basis.

Once the Corps is selected and in place we would then be available to discuss opportunities with employees who request help on an informal basis over coffee or lunch. It will be confidential between the mentor and the employee.

If you have had previous business experience, and a desire to help other people learn what made you successful, then we need your help. To be involved with this mentoring program please see Keith Yocum or Jim Rhodes in the Limo Department for more information.

Thank you in advance for your help.

"staffed by employees who want to help mentor their fellow employees on an informal basis"

Employee Spotlight: Deborah Cox

by: Stefanie Griner

Hi! I'm Deborah Cox. I started part time in 1993 working the block. In 1996, I went full time in the Transportation department which was a new department, it only consisted of 2 people, Bess Rochell and Pat Mitchell. We now have 7 full time employees and our wonderful supervisor Dianne Goble.

I have 2 wonderful children Adam 20 and Rachel 18. In 2000, I married into the Cox family, Ernie Cox (Pat Mitchell's Brother). We have been married now for 7 wonderful years. I love rollerblading, painting and spending quality time with my family! As a Family we enjoy traveling in our motor home around the state of Florida to The Cross Country Motocross Races that my Husband Ernie and My Step-Son Alex Race Dirt Bikes. I have enjoyed working here at FAAO for the past 14 years., and I am looking forward to the next 14! GO TEAM MANHEIM!



Meet the Departments: General Motors

by: Dana Taylor

The GM account coordinators consist of Bonnie Campbell, Linda Haas, Dana Taylor and Lois Wright. The outside coordinators for GM are Maxine Sweeting, Lisa Edmundson, Mike Lott and Evette Shankle. Suzannie Nurse-Hylton, Kim Correia and Phyllis Hubbard are the GMAC account coordinators. Outside on the GMAC account are Walt Sorenson, Karen Undello, Savarica Turner and Trika Sweeting. The manager of the department is Amy Hime.



The duties of the account coordinators are to input titles, set the sale, manage the inventory, presale and after sale audits of the folders, take care of any transportation damage or lot damage. GMAC also deals with Smart Auctions and dealers who want to run their cars in the sale, GM works only with General Motor's vehicles. On sale days there are many more responsibilities, such as making sure all the charges are correct, presale and after sale reports for our reps and making sure the sale balances with the accounting department.

The inside coordinators wouldn't work without the outside coordinators. Inside the sale is set within the computer system; it is up to the outside coordinators to physically get the cars to the spot, therefore they must flag, track and locate all of the vehicles. Before the vehicles reach their sale day spot they may need to be taken to the bumper shop or the mechanic shop for work to be done, this is also up to the outside coordinators. Every car is given a detail so it is a must that they go through the recon department before being put on their sale day spot.

GMAC

GMAC sales are every Tuesday in Lanes 11 and 12 on the Main property. GMAC vehicles consist of dealer cars, repossessions, early term default vehicles, etc. These are open sales, which means anyone with a dealers license can purchase GMAC vehicles. GM on the other hand is a closed factory sale and only dealers with a General Motor's franchise

can buy them. GM is also different because their sale is every other Monday starting at 12:30 in Lanes 31, 32, and 33 at the Re-marketing Facility behind National Accounts office. GM's vehicles consists of Rentals, Off Lease, Buybacks and Company Cars.

Grant Goodburn is the account rep for GM and Jeff Fredrick is the rep for GMAC. Jeff will be leaving us soon to pursue other opportunities at General Motors. We have enjoyed working with Jeff and wish him the best of luck.

Yummy Recipes

By: Melissa Wise & Freddy Clark

Narnia "Sweet Spiced Nuts"

Ingredients

1 ½ tbs cinnamon
1 tsp ground cloves
1 tsp salt
1 tsp ginger
1 tsp nutmeg
½ tsp nutmeg
1 egg white
1 tbs cold water
1 lb. Pecan halves

- * Preheat oven to 250 degrees
- * Combine sugar, cinnamon, cloves, salt, ginger and nutmeg in bowl; mix well.
- * Beat egg white and cold water in mixer bowl until frothy. Stir in sugar mixture.
- * Add pecans, tossing to coat. Spread on buttered cookie sheet.
- * Bake for 1 hour, stirring every 15 to 20 minutes. Cool. Store in airtight container.
- * May substitute any type of nuts for pecans.

Mini Ham and Cheese Calzones



Ingredients

1 (11 ounce) can refrigerated soft breadsticks
1/2 cup Shredded Mozzarella Cheese
12 slices Shaved Honey Ham
2 tablespoons Grated Parmesan Cheese

- * Preheat oven to 400 degrees. Unroll dough; separate into 12 breadsticks. Cut each breadstick crosswise in half; flatten dough to 2-inch width.
- * Spoon 1 tsp. cheese onto center of each ham piece. Fold ham over cheese to create a tight roll. Place ham roll near the end of each piece of breadstick dough, leaving a border. Fold dough over ham, pinching edges to seal. Repeat process for all ham pieces. Place calzones on baking sheet. Sprinkle with Parmesan cheese.
- * Bake 12 to 15 min. or until golden brown. Serve warm.

Yield: 24 servings

Team Awards for 2007

Here are the employees who have received the team awards in 2007 for going above and beyond:

"Bea" Suggs - Mailroom, Carmella Tyner - Nat. Accts., Sterling Ward - Security, Jackie Weierbach - Security, Jo Ann Wells - Nat. Accts., Hilari White - Dealer Reg., Thomas Wright - Online, Mabel Zapata - Maintenance

If you would like to nominate someone please e-mail Tatiana Gonzalez or Betty Skipper in the Concierge.

Suggestion Committee

Suggestions Implemented This Past Year:

1. Wet umbrella caddy for dealers
2. First Aid Kits on crew vans
3. Put 15 minute time limit on computers in Spanish and English in the Tech Center for Dealers
4. Tables at oak grill to be sprayed down
5. Map of new building by elevator

These are just a few that have actually been completed. Many others are being researched and worked on, as they are more complicated and require more time. Please keep in mind the suggestions you put in should be for safety and development and the benefit of the staff, our customers, and the auction.

Suggestion boxes are located next to the time clocks. Also don't forget the COX CONSERVES SUGGESTION BOX, located in the cafeteria in the main building.

Automatic Post Sale Incentive Program

Its back! Now is your chance to earn some of that money back that you spent over the holidays. For the months of January and February we are offering an incentive for signing up dealers to our automatic post sale list. Feb 29th is the last day to sign them up.

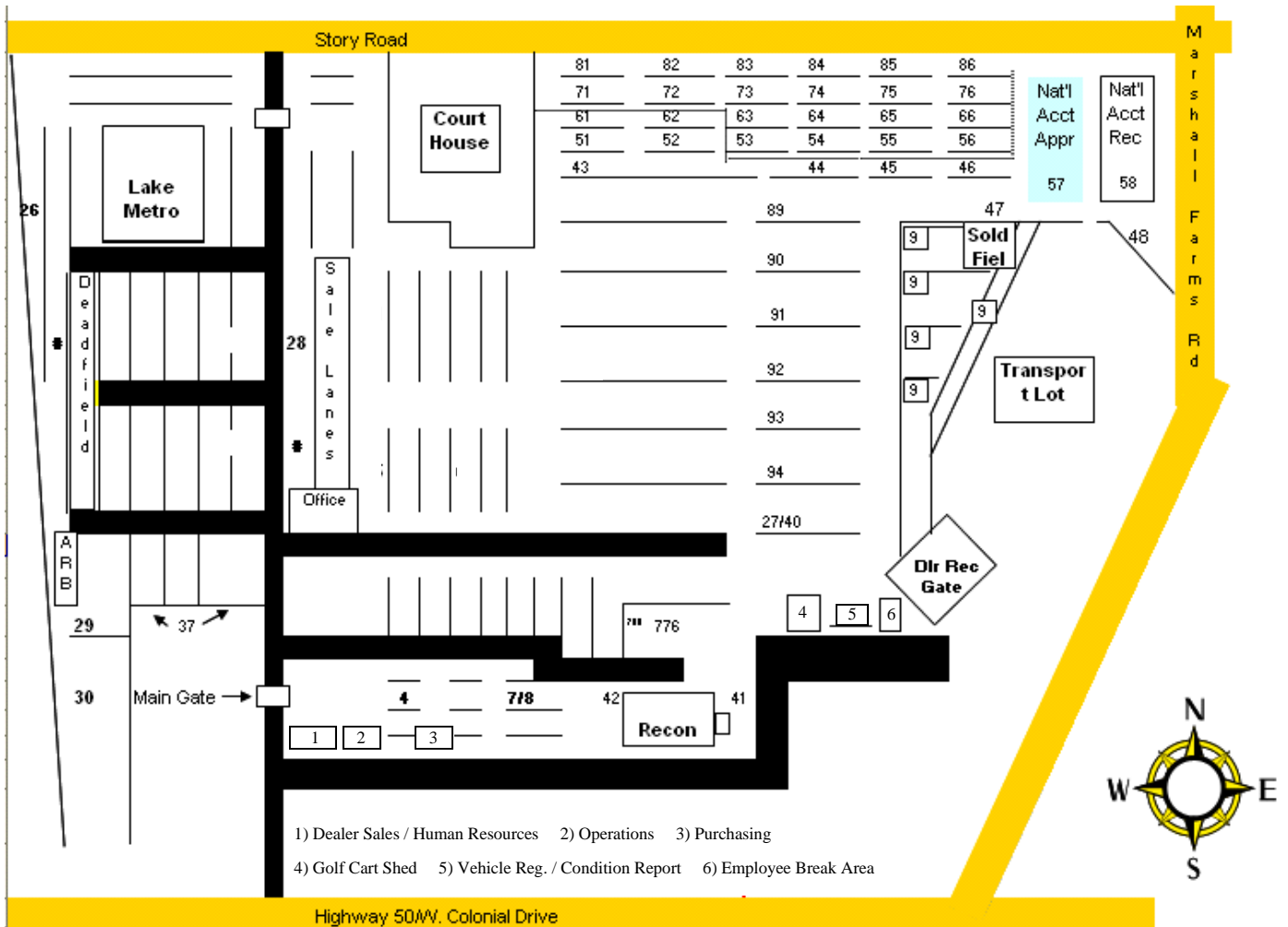
An AUTOMATIC POST SALE means that when a dealer buys a unit we will automatically inspect it. If they buy ten then we inspect all ten. They cannot split it up. The dealer cannot say "I want these five inspected, and these five not", it is all or nothing. Please make sure you fully understand this. Last time we had people telling dealers that they had to sign up just to get a post sale. Needless to say they were very upset when we started inspecting all of their units and they did not want that. Also please make sure that ALL the information is filled out on the sign up sheet...cell number, carrier (AT&T, Verizon etc.), email and really try to get them to receive text message or email instead of the phone call.

If you sign a dealer up for this service (a dealership that is not already using this service), you will be eligible for a reward of \$150 for 7 day post sale and \$250 for 14 day post sale. The contingency is that they have to actually use it within 45 days of the date you signed them up.

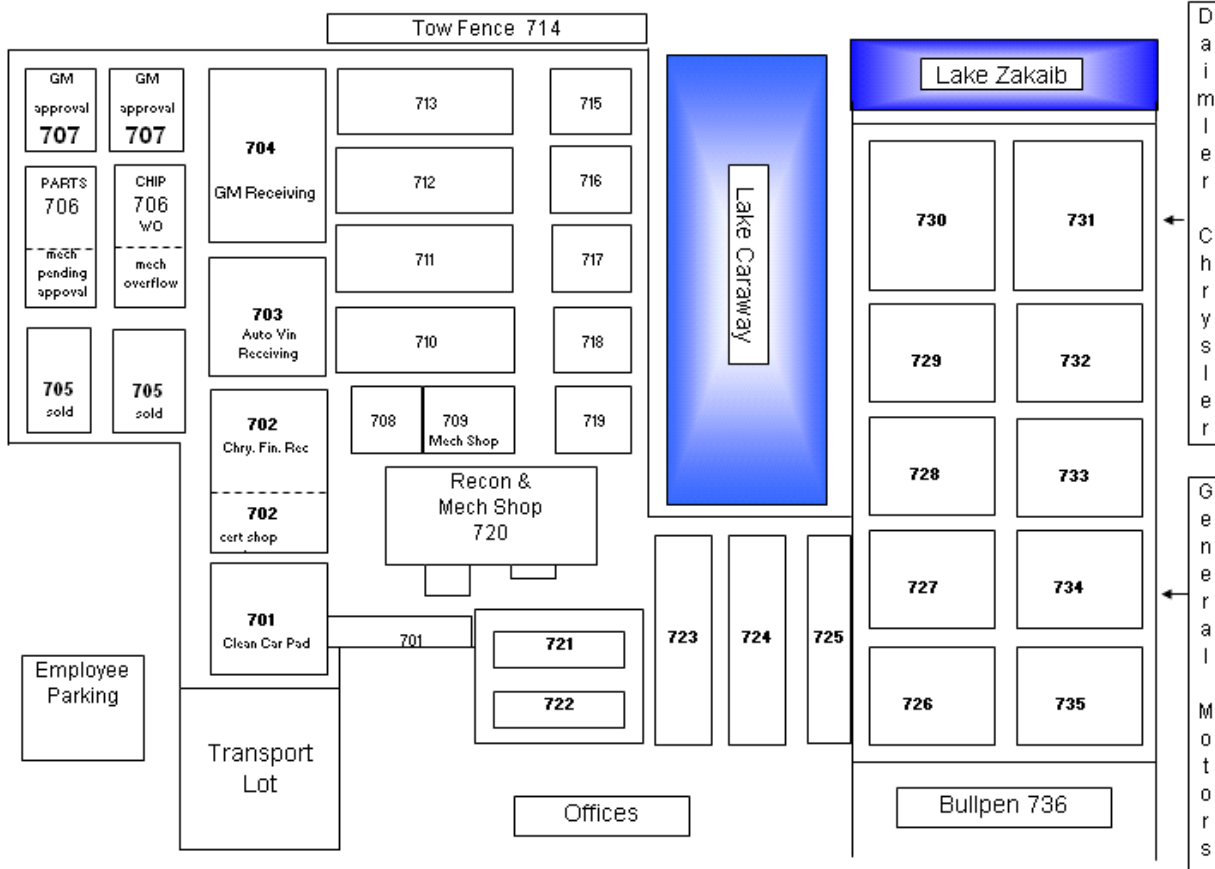
What is the incentive for the dealer? A great service! An "insurance policy" if you will. The only difference between a 7 day and 14 day is time and the cost of it. Now get out there and sell, sell, sell! And make some extra money.

Thank you very much!

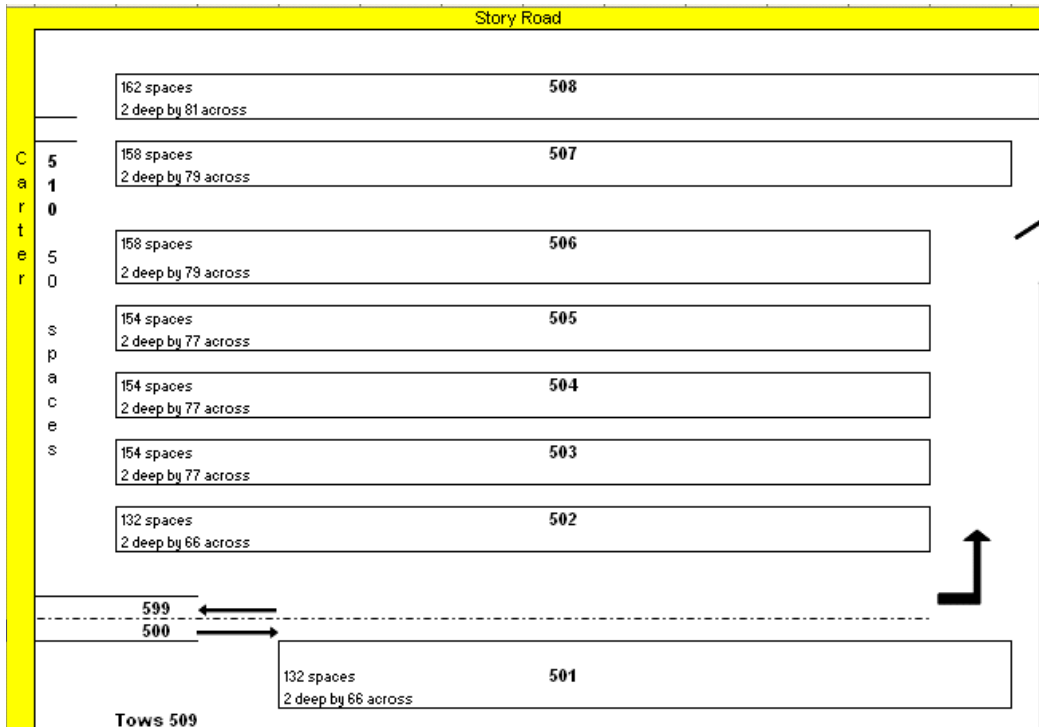
FAAO Lot Location Map - Main Property



FAAO Lot Location Map - National Accounts



FAAO Lot Location Map - Snake Pit



Emergency Procedures When A Thunderstorm Threatens

by: Larry Smith

Operations will monitor an emergency weather radio for emergency storm updates.

A member of management or persons selected by the Operations Manager will have access to the following areas that are considered hard shelters.

- Sale lanes one and two on main property.
- Main property main office lobby. (Male and female restrooms)
- Restrooms at the front Security gate.
- Break room and restrooms at the receiving gate.
- Sale lane office & restrooms at National Accounts.
- Managers office at the West Orange Body Shop.
- 620 Story Rd. facility employee should move to National Accounts.



When an alert has been issued Operations will advise all area managers and crew leaders of any impending severe weather.

Management and / or team leaders will make the decision when and where to take shelter.

The person monitoring the radio will maintain constant communication with the management person in charge to advise of storm movement.

Each areas team leaders are responsible for monitoring the employee's location. The areas management will contact the team leaders in case of any emergency

Working In Lightning.

The on-site Operations Manager using computer generated weather information will advise outside work crews via radio when electrical storms are in the immediate area.

Employees are never required to work when lightning is active in the area. Employees will be advised to take shelter or remain in a vehicle during electrical storms.

A request has been put in the capital expense budget for four (4) sirens to alert all employees when lightning is in the vicinity.

A tornado WATCH means a tornado is possible in your area.

A tornado WARNING means a tornado has been sighted and may be headed for your area.

Did You Know?

by: Sherry Ralph

Did you know that Orlando's local station Channel 9, WFTV is owned and operated by **Cox Television**? It is one of the many branches of **Cox Enterprises** who also owns **Manheim**.

Cox Television operates 15 stations and 2 local cable channels in 11 area markets reaching 30 million viewers including a Washington, D.C. bureau.

Did you know that China pursued Manheim to establish auctions within its country? In 2006 China was the second largest auto market in the world (the US was no. 1), and its total auto sales were 7.2 million.

Did you know Manheim currently operates over 145 locations world wide with 89 in North America?

Did you know Florida Auto Auction of

Orlando was located in Orlando at one time? We moved to our current location in 1980 and opened with 5 lanes.

We save for college educations, orthodontia, and weddings, but what about saving clean air, water, fuel sources and soil for future generations?

*Some of the greatest threats to future resources come from things we throw away everyday. Household batteries and electronics often contain dangerous chemicals that may, if sent to a local landfill, leak through the bottom barrier and pollute the groundwater. This can contaminate everything from the soil in which our food grows, to the water which will eventually come out of aquifers and into our tap water. Many of these chemicals cannot be removed from the drinking water supply, nor from the crops that are harvested from contaminated fields. The risks to human health are tremendous.

Throwing away items that could be recycled diminishes energy, water and natural resources that could be saved by recycling.

Did you know...



- For every ton of paper that is recycled, the following is saved: 7,000 gallons of water; 380 gallons of oil; and enough electricity to power an average house for six months.
- You can run a TV for six hours on the amount of electricity that is saved by recycling one aluminum can.
- By recycling just one glass bottle, you save enough electricity to power a 100-watt bulb for four hours.

The more we throw away, the more space we take up in landfills. When a landfill becomes a “landfull”, taxpayers have to build a new one. The less we throw away, the longer our landfills will last. The amount of taxpayer money we save by extending the longevity of our landfills is an important community benefit.

Information courtesy of <http://www.gogreeninitiative.org/>

Watch Your Savings Grow with Savings Plus

Once you're eligible to participate, you no longer have to wait for an enrollment period to enroll or increase your contribution to the Savings Plus 401(k) Plan.

Currently participating?

Contribute at least 6% to maximize the company match. By increasing your contribution just 1% every few months or each year, your retirement savings can really add up.

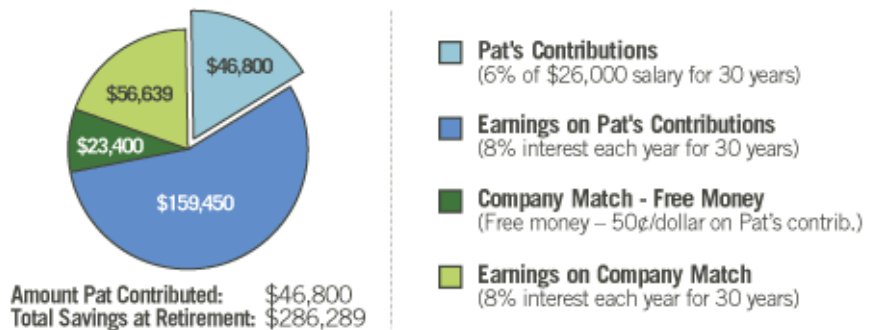
Eligible but not participating?

Consider enrolling in Savings Plus as soon as possible.

To enroll or increase your contribution, contact Vanguard at **1-800-523-1188** or visit www.vanguard.com.

To be eligible to participate in Savings Plus, you must be scheduled to work at least 20 hours per week. You're eligible to enroll beginning the first day of the month following 90 days of employment.

Savings Plus is a great way to save for retirement, and once you're eligible, it provides a company match. The interest you earn on your contributions, along with the company match, really adds up over time, even on a relatively small investment, as you can see from the chart .



The interest rates and contribution amounts shown are for illustrative purposes only.

Fun & Games

Who's That Kid?

Clues:

Was born in California.
Started at FAAO in Security.
Has a family member who works here also.



Do you have a photo that you think will stump the employees? Please feel free to submit your photo of yourself in your early years. We all know that you still have those prom pictures hanging around. So lets dig those old photos out and see who we can stump. If you can stump everyone, you will win the prize.

JOKES AND RIDDLES



What do you get when a dog walks across the sun?

Why don't sharks eat clowns?

How many letters are in the alphabet?

What state is surrounded by the most water?

Please submit separate entries for each section (Photo and Jokes/Riddles) by the end of the second week of the month. There will be a box in the Human Resource office or you can send an email to Brandi.Britton@manheim.com. The answers will be reviewed at the committee meeting. The person with the most correct answers will win a prize. Ties will be broken by pick of the draw. The winners will be listed in the next newsletter. Thank you, and good luck!
p.s. Please email any clean jokes you may have.

RESOLUTION
CELEBRATE
AULD LANG SYNE
CHAMPAGNE
MIDNIGHT
CONFETTI
CALENDAR

BOWLS
TOAST
COUNT
FIRST
DANCE
CHEER
PARTY

ORANGE
SING
FOOTBALL
FATHER
JANUARY
COTTON
RINGING

ROSE
NEW
YEAR
EVE
DAY
TIME
PARADE



Happy New Years

Community Relations / Employee Engagement

by: Louis A. Fazio Jr.

Calendar of Upcoming Events

Jan-Mar 2008

January 21st, 2008

What? **Martin Luther King Jr. Unity Parade**

Where? Clark Rd. and Orlando Ave., Ocoee.

Time? 10:00am

February 29th-March 3rd, 2008

What? **Garden Theatre Grand Opening**

Where? Plant Street, Winter Garden

Time? TBA

April 12-13, 2008

What? **Bloom and Grow**

Where? Downtown Winter Garden

Time? 9am-5pm on Friday the 12th and 11am-4pm on Saturday the 13th.

April 25-26, 2008

What? **Relay for Life**

Where? Ocoee High School

Time? Starts 6pm on Friday the 25th, and runs until 12pm on the 26th.

May 31, 2008

What? **Manheim Orlando's 3rd Annual Spring Picnic**

Where? Camp Down, Windermere.


Time? 10am-4pm

MARK YOUR CALENDARS!!!

Please watch the Employee Page for a survey regarding our Christmas Party. We welcome your comments, as they are very important to us.

The purpose of the Community Relations/Employee Engagement Department is to engage FAAO team members into local community events that help improve the lives of those that live within the community. Our internal focus is to expose fellow employees to organizations and events that the auction helps support and improve.

January

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		 <p>HAPPY NEW YEAR!</p>	2	3	4 SALE #1 BBADGE-ORANGE SALE STICKER-ORANGE	5
6	7 SALE #2 GM CLOSED SALE STICKER-YELLOW	8 SALE #2 BBADGE-WHITE SALE STICKER-GREEN	9	10	11	12
13	14 SALE #3 CHRY. CLOSED SALE STICKER-YELLOW	15 SALE #3 BBADGE-FUCHSIA SALE STICKER-BLUE	16	17	18	19
20	21 SALE #4 GM CLOSED SALE STICKER-PINK	22 SALE #4 BBADGE-GREEN SALE STICKER-ORANGE	23	24	25	26
27	28 SALE #5 CHRY. CLOSED SALE STICKER-PINK	29 SALE #5 BBADGE-BLUE SALE STICKER-GREEN	30	31		
						2008

**FLORIDA AUTO AUCTION OF
ORLANDO**

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Ocoee, FL 34761

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Fax: 407-656-7846
www.faa0.com

For Employees, By Employees



The Point of View is FAAO's employee newsletter written and designed by the Point of View committee. The committee members are: Melissa Wise, Kellie Robertson, Sarah Garrard, Dana Taylor, Debbie Cottam, Stephanie Bohley, Sherry Ralph, Lisa Kirk, Sharon Vallance, Stefanie Griner, Brandi Britton, Phyllis Hassee, Freddy Clark, Margaretta McKenzie, and Jed Sweetzer.

We invite you submit articles for consideration and the committee will review them for length and content. Please try and understand there may not always be room for your article. Articles must be submitted by the third Monday of the month and should include the name of the author, the department and extension. Send these submissions to any member of the committee in an email or drop off a hand written copy to Human Resources.

One other thing, please share these copies of the Point of View with your co-workers. We can save trees by sharing!

Your Voice Was Heard

By: Lisa Kirk

Improvements made as a result of the "Your Voice" Survey Meetings:

Concern: Oak Grill and Check In Department to be off limits to golf carts driving around.

Action - Bollards were installed next to Oak Grill to prevent golf carts from driving through.

Concern: More microwaves at Oak Grill.

Action - We installed four new microwaves for your convenience.

Concern: It is dangerous driving around Fish Lake because of cars parked along the north side.

Action- We are no longer parking cars in the roadway north of Fish Lake.

Concern: We need newer Port-a-Potties and for them to have hand sanitizers.

Action - New Port-a-Potties have been replaced and have hand sanitizers.

Concern: Relief from the odor coming from restrooms in new addition.

Action - Exhaust fans have been changed and it should alle-



viate odors.

Concern: Fence around the dumpster created a safety hazard not being able to see around it.

Action - Slats were removed giving extra visibility.

Concern: You wanted the rug in front of new office addition to be moved inside.

Action - Rug was moved inside.

Concern: Meetings over at National Accounts are too large.

Action - We are having smaller meetings within the departments.